



# Your Member and Family Assistance Program (MFAP)

<b>SUMMARY OF SERVICES</b>	
<b>Accessibility</b>	<p><b>24-hour, 7-days-a-week</b> toll-free confidential telephone access via the Care Access Centre to MFAP for crisis counselling, risk assessment and matching to appropriate service(s).            Our Intake Specialists are fully bilingual in English and French. <b>1.844.880.9142</b></p> <p><b>24-hour, 7-days-a-week</b> secure and confidential access to a range of MFAP support services via <a href="http://workhealthlife.com">workhealthlife.com</a> with Online Access. Service fully bilingual in English and French.</p> <p><b>24-hour, 7-days-a-week</b> direct access via the Internet to Online Programs, E-Counselling and First Chat. Trained Counsellors fully bilingual in English and French.</p>
<p><b>Professional MFAP Counselling Services</b></p> <p>Counsellor Network of 3,000 Counsellors with masters-level training and 5 - 10 years of MFAP specific experience.</p> <p>Available in 147 languages and global capabilities.</p> <p>Counselling Services are ideal for short-term and goal-oriented outcomes.</p>	<p>A range of seven counselling modalities to accommodate any client:</p> <ul style="list-style-type: none"> <li>• Face-to-Face</li> <li>• Telephonic</li> <li>• E-Counselling</li> <li>• Text-based Resource Packages</li> <li>• Video-Counseling</li> <li>• First Chat</li> <li>• Online Group Counselling</li> </ul> <p><b>Personal/Emotional</b></p> <ul style="list-style-type: none"> <li>• Stress</li> <li>• Depression</li> <li>• Anxiety</li> <li>• Suicidal Risk</li> <li>• Self Esteem</li> <li>• Anger Issues</li> <li>• Life Stages</li> <li>• Post Trauma support</li> <li>• Abuse</li> </ul> <p><b>Couple/Relationship</b></p> <ul style="list-style-type: none"> <li>• General Relationship</li> <li>• Relationship Breakdown</li> <li>• Separation/Divorce</li> <li>• Intimacy Issues</li> <li>• Communication/Conflict Resolution</li> <li>• Family Planning</li> </ul> <p><b>Addiction Related</b></p> <ul style="list-style-type: none"> <li>• Alcohol</li> <li>• Drugs</li> <li>• Other's Addictions</li> <li>• Smoking</li> <li>• Gambling</li> </ul> <p><b>Family</b></p> <ul style="list-style-type: none"> <li>• Parenting</li> <li>• Child Behaviour</li> <li>• Adolescent Behaviour</li> <li>• Blended Family</li> <li>• Communication</li> <li>• Elder Related</li> <li>• Extended Family Relations</li> </ul> <p><b>Work-Related</b></p> <ul style="list-style-type: none"> <li>• Workplace Stress</li> <li>• Work Relationships / Conflict</li> <li>• Career               <ul style="list-style-type: none"> <li>○ Planning</li> <li>○ Resiliency</li> <li>○ Retirement Planning</li> </ul> </li> <li>• Workplace Violence / Harassment</li> <li>• Work Performance</li> </ul>

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## SUMMARY OF SERVICES

<p><b>Work-Life Services.</b></p> <p>Timely professional assistance and support to help individuals manage all of life's complexities – be it issues with work, health or life.</p>	<p>A range of support modalities to accommodate any client:</p> <ul style="list-style-type: none"> <li>• In-Person Consultation</li> <li>• Telephonic Consultation</li> <li>• Expertly-developed online programs</li> <li>• Text-based Resource Packages</li> </ul> <p><b>Legal Support Services</b></p> <ul style="list-style-type: none"> <li>• Civil Litigation</li> <li>• Criminal Law</li> <li>• Landlord-Tenant</li> <li>• Property Law</li> <li>• Real Estate</li> <li>• Will/Estate</li> <li>• Child Custody</li> <li>• Child Support</li> <li>• Separation/Divorce</li> </ul> <p><b>Family Support Services</b></p> <ul style="list-style-type: none"> <li>• Planning a Family</li> <li>• Adoption</li> <li>• Daycare</li> <li>• Expectant and New Parents</li> <li>• Home Support Services</li> <li>• Parenting Resources and Info</li> <li>• Special Needs</li> <li>• Compassionate Care and Bereavement</li> <li>• Eldercare Resources and Information</li> <li>• Community Programs</li> <li>• Residential Care Options</li> </ul> <p><b>Naturopathic Services</b></p> <ul style="list-style-type: none"> <li>• Physiology</li> <li>• Diet</li> <li>• Lifestyle</li> <li>• Mental/Emotional Well Being</li> </ul> <p><b>Financial Support Services</b></p> <ul style="list-style-type: none"> <li>• Bankruptcy</li> <li>• Debt / Credit</li> <li>• Divorce</li> <li>• Estate</li> <li>• Insurance</li> <li>• Investment Planning</li> <li>• Real Estate/Mortgage</li> <li>• Retirement</li> <li>• Taxes</li> <li>• Employment Transition</li> </ul> <p><b>Nutrition Support Services</b></p> <ul style="list-style-type: none"> <li>• Disease State Management</li> <li>• General Healthy Eating</li> <li>• Weight Gain/Loss</li> <li>• Healthy Eating on the Go</li> <li>• Accommodating Shift Work</li> <li>• Regulating Diabetes</li> <li>• Preventing Heart Disease</li> </ul> <p><b>Health Coaching</b></p> <ul style="list-style-type: none"> <li>• Condition Management</li> <li>• Risk Reduction</li> <li>• Weight Management</li> <li>• Healthy Eating</li> <li>• Responsible Alcohol Use</li> <li>• Stress Management</li> </ul>
<p><b>Online Information Services</b></p>	<ul style="list-style-type: none"> <li>• Online Access provides users with secure and confidential access to a range of MFAP support services</li> <li>• First Chat is confidential online chat consultative service with a trained counsellor for immediate support</li> <li>• My EAP Mobile Device Application (for Apple, Android and Blackberry devices)</li> <li>• Client Resource Website <a href="http://workhealthlife.com">workhealthlife.com</a> featuring 700+ health/wellness articles,</li> <li>• E-Newsletters</li> <li>• Mental Health Microsites</li> </ul>

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